

International Bank for Reconstruction and Development
International Development Association

SECOND PROGRESS REPORT
ON THE IMPLEMENTATION OF MANAGEMENT'S ACTION PLAN IN RESPONSE
TO THE
INSPECTION PANEL INVESTIGATION REPORT (INSP/R2018-0002) ON THE
DEMOCRATIC REPUBLIC OF CONGO
SECOND ADDITIONAL FINANCING FOR THE HIGH-PRIORITY ROADS
REOPENING AND MAINTENANCE PROJECT (P153836)

March 31, 2020

SECOND PROGRESS REPORT
IMPLEMENTATION OF MANAGEMENT ACTION PLAN

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ABBREVIATIONS AND ACRONYMS

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| ACTED | <i>Agence d'Aide à la Coopération Technique et au Développement</i> (Agency for Technical Cooperation and Development) |
| AF | Additional Financing |
| CDJP | <i>Commission Diocésaine Justice et Paix</i> (Diocesan Justice and Peace Commission) |
| DRC | Democratic Republic of Congo |
| ESF | Environmental and Social Framework |
| ESIA | Environmental and Social Impact Assessment |
| ESMP | Environmental and Social Management Plan |
| GBV | Gender-based Violence |
| GRM | Project-level Grievance Redress Mechanism |
| IDA | International Development Association |
| MAP | Management Action Plan |
| MONUSCO | United Nations Organization Stabilization Mission in the DRC |
| NGO | Nongovernmental organization |
| PIU | Project Implementation Unit |
| ProRoutes | High-Priority Roads Reopening and Maintenance |
| RAP | Resettlement Action Plan |
| RARIP | <i>Réseau d'Analystes des relations Internationales pour la Paix dans la Région des Grands Lacs</i> (Network of International Relations Analysts for Peace in the Great Lakes Region, NGO) |
| RN | <u>Route nationale</u> (National Road) |
| UNFPA | United Nations Population Fund |

**Second Progress Report on the Implementation of Management’s Action
Plan in Response to the Inspection Panel Investigation Report on the
Democratic Republic of Congo: Second Additional Financing for the High-
Priority Roads Reopening and Maintenance Project**

I. INTRODUCTION

1. This is the second Progress Report to the Board of Executive Directors (the Board) on implementation of the [Management Action Plan \(MAP\)](#) in response to the Inspection Panel [Investigation Report](#) No. 124033-ZR on the Democratic Republic of Congo (DRC) Second Additional Financing for the High-Priority Roads Reopening and Maintenance (ProRoutes) Project (P153836), covering activities and information available for the period March 16, 2019 to March 31, 2020.

2. *In response to the current COVID-19 pandemic, both Bank and Borrower authorities have restricted travel and working conditions of their staff. This requires adjustments to the pace, scope, and modality of implementation and supervision of project activities and MAP actions by the Borrower and the Bank respectively, and may affect the timelines for implementation and completion of the outstanding actions included in the MAP. Alternative arrangements are being explored for monitoring activities remotely due to inability to travel and adjustments to timelines, including extension of a Closing Date, if needed. Specific attention will also be paid to the need for any enhancements to the institutional strengthening measures introduced in connection with Ebola prevention, in light of the new health threats posed by COVID-19.*

3. **The Project.** The Project Development Objective is to “re-establish lasting road access between provincial capitals, districts and territories in the Project implementation area in a way that is sustainable for the natural environment.” In DRC, the need for good roads to connect cities and towns is acute. To date, ProRoutes has rehabilitated 2,300 kilometers and is maintaining 3,000 kilometers of high-priority national roads reconnecting previously isolated cities and provinces - contributing to stability and security in a post-conflict context. The implementing agency for the Project is the *Cellule Infrastructures* (infrastructure unit) at the Ministry of Infrastructure.

4. The Project is supported by a total IDA amount of US\$238 million. This includes an IDA grant of US\$50 million equivalent approved by the Board on March 18, 2008. A first Additional Financing (AF1) in the amount of US\$63.3 million equivalent was approved in June 2011 to scale up ProRoutes activities. On February 18, 2016, a second Additional Financing (AF2) in the amount of US\$125 million equivalent was approved to support further ProRoutes activities. On November 27, 2017, the Bank suspended its disbursements for all road works financed under the Project due to the Borrower’s noncompliance with its obligations to carry out the Project in conformity with appropriate environmental and social standards and practices, including management of gender-based violence (GBV), and to minimize the risk of additional harm to Project-affected people.

5. ***Request for Inspection.*** The Request for Inspection was received by the Panel on September 13, 2017. The Request was submitted by community members living in Goma and its vicinity in DRC. The Executive Directors and the President of IDA were notified by the Panel of receipt of the Request. Management responded to the claims in the request on October 20, 2017 and provided an update to its response to the Board and Panel on November 27, 2017. In its report to the Board, the Panel found the Request eligible and recommended that the Executive Directors authorize an investigation. The investigation was authorized by the Executive Directors on December 8, 2017. On April 27, 2018, the Panel issued its report outlining the findings of the investigation. Management provided its Report and Recommendation to the Executive Directors on August 27, 2018. The MAP was approved by the Board on September 7, 2018.

6. The [first Progress Report](#), covering the period September 7, 2018–March 15, 2019, highlighted significant progress in implementing the 28 actions in the MAP, with 10 of the 11 actions focused on specific deliverables completed,¹ and all of the 16 actions requiring continuous monitored until closing on track. Considering the progress achieved in implementing the MAP and other measures agreed with the Government of DRC, Management had lifted the partial suspension of disbursements under the Project on December 3, 2018. The Project’s closing date was also extended by 12 months by the Bank in order to complete road works, as well as social and environmental activities.

II. MANAGEMENT ACTION PLAN

7. In its 2018 Report and Recommendation in response to the Inspection Panel Investigation Report, Management committed to a detailed set of 28 actions – at the local, provincial and national levels – to address the impacts suffered by Project communities and to improve the capacity of all the actors involved in the supervision of the Project, including the supervision engineers, the provincial authorities, the specialized nongovernmental organizations (NGOs) involved in the management of gender-based violence (GBV) risks, the Government of DRC and the Bank to better manage the types of issues that arose under the Project. The MAP includes 28 actions, 11 of which are focused on specific deliverables that have to be completed during implementation; 16 are continuous actions for which compliance has to be monitored until Project closing; and 1 action the completion of which can only be assessed at closing.² They are as follows:

- (i) ***Consultations and disclosure of information:*** The Bank will require the Project Implementation Unit (PIU) to hold and document periodic consultations with communities in the *Route nationale no. 2* (RN2, National Road 2) area to report on works progress and to invite feedback on potential negative impacts. Such consultations will be held with due attention to local languages³ and to information being provided to participants. Management will require the PIU to provide the

¹ The remaining action involved the hiring of 20 workers from the community by the RN2 Contractor and was pending the resumption of works on National Road 2 (RN2).

² This action relates to the support to be provided to GBV survivors that would not have been completed by the closing date of the ProRoutes Project.

³ Swahili and Lingala are used in the Project areas.

Bank with the materials being presented and the list of participants, in order to make sure that such consultations are comprehensive and inclusive enough.

- (ii) ***Project-level Grievance Redress Mechanism (GRM)***: The Bank will continue to monitor the processing of all complaints received by the Project-level GRM with a view to monitoring that the complaints are adequately and fairly brought to closure. In this context Management will pay particular attention to the closing of GRM cases, the documentation of complaints, the methodology applied to calculate compensation, and any complaints that have been appealed (i.e., elevated to the supervision committees).
- (iii) Management will initiate a review of all project-level GRMs in DRC, with a view to ensuring their strengthening, where needed, based on findings and recommendations of the review. The objective is to ensure that such GRMs have been properly designed to handle not only resettlement-related issues but also any other issues associated with broader social risks.
- (iv) The Project will also continue to ensure effective operation of dedicated GRMs for GBV issues as described below.
- (v) ***GBV***: The Bank will require the PIU to continue to implement (and ensure the Contractor's compliance with) all the agreed GBV training protocol so that all ProRoutes workers are kept aware of the behaviors that will not be tolerated and of the disciplinary consequences of abuses and improper behaviors. Another broader objective is to promote changes in behavior and attitudes towards women and girls, as well as highlighting risks associated with prostitution and early marriage. Refresher courses will be envisaged as appropriate as well as additional sessions for new hires.
- (vi) Management will require the Borrower to ensure that any GBV survivors⁴ who have not received the agreed support from GBV service providers by the closing date of ProRoutes, continue to be able to receive the needed support under other Bank operations in the area—such as the two stand-alone GBV projects. This may require adjusting the areas of intervention of these two operations.
- (vii) The Bank will require the Borrower to ensure that the Code of Conduct is enforced, and that Contractors take the necessary disciplinary action in accordance with the Code of Conduct. This will require due attention to avoid exposing survivors to retaliation. In accordance with the survivor-centric approach, as recommended by the GBV Task Force, Management will require the Borrower to ensure that the choice of survivors is respected on whether or not to file a complaint in the judicial system. Any retaliation identified by the Bank or brought to its attention will be immediately raised by Bank Management with the DRC authorities.

⁴ Survivors associated with the ProRoutes Project identified after the Project's closing date, will receive GBV support under the two stand-alone GBV projects up to 2 years after the closing of ProRoutes.

- (viii) Management will screen the Bank portfolio in DRC to identify high-risk operations for GBV and retrofit risk mitigation measures for such operations as appropriate and as guided by the GBV Task Force's recommendations. Further DRC portfolio screenings will be periodically conducted, using the new GBV risk assessment tool currently being developed, as recommended by the GBV Task Force.
- (ix) Management will finalize the GBV Good Practice Note which is being developed in response to the GBV Task Force recommendations and which will be included in the roll-out of Environmental and Social Framework (ESF) guidance material later in 2018. Acknowledging that GBV is still an area of intense learning for the Bank, Management will make sure that the GBV Good Practice Note is periodically updated as new information, lessons or best practices are known.
- (x) ***Quarry exploitation:*** The Bank will require the PIU to ensure that all quarries and borrow pits are restored by the end of civil works on the roads, as per the applicable contractual clauses and restoration plans. Particular attention will be paid to the safety of quarries and borrow pits, especially for the Tongo-Butale quarry. Whenever possible, restoration plans will try to improve the existing situation for quarry and borrow pit owners and operators. Management will continue to pay attention to any complaint that may be raised by communities as the restoration process progresses.
- (xi) The Bank will require the Borrower to closely monitor the exploitation of all ProRoutes quarries and borrow pits to make sure that it is undertaken in full compliance with contractual clauses and applicable safeguard instruments. Management will require the Borrower to ensure that supervision engineers periodically report on the situation of all quarries and borrow pits being exploited under the ProRoutes' works, so that any non-compliance can be detected early on.
- (xii) The Bank will continue to closely monitor the risk of retaliation and will alert the Congolese authorities if it identifies or receives any information relating to any sign that victims, complainants or witnesses might be intimidated or retaliated against. In this context, particular and close attention will be paid to any concerns relating to the safety of the Requesters and of GBV survivors. Management will continue to stress and document the importance of a no-retaliation policy during all its coming missions and engagements with the national and provincial authorities on ProRoutes.
- (xiii) The Bank will require the PIU to ensure that identified quarry workers—or communities if workers cannot be identified—who have incurred revenue losses as a result of quarry occupation are compensated proportionately, in particular through the creation of employment-generation opportunities. Management notes that the identification of workers may be complicated by the informality of the labor involved. When workers cannot be identified individually, remedial actions will be implemented at the community level.

- (xiv) ***Impacts on agriculture and livelihoods:*** The Bank will require the PIU to update the RN2 Resettlement Action Plan (RAP) once more to reflect all Project-affected people and compensation agreements, including those related to quarry and borrow pit exploitation.
- (xv) ***Community Health and Safety and Security Arrangements:*** The Bank will require the PIU to ensure that the agreed Humanitarian Law Training by United Nations Organization Stabilization Mission in the DRC (MONUSCO) is completed for all military personnel involved in the protection of the ProRoutes worksites. Additional training activities will be held if new military personnel are assigned to ProRoutes as a result of the normal rotations of military units.
- (xvi) Management is currently working on a Good Practice Note for staff on the use of security forces that provides guidance on assessment and management of risks associated with the use of security staff/military to protect project sites. This note includes in particular specific guidance regarding the selection and training of military personnel assigned to the protection of Bank-financed activities, as well as the enforcement of codes of conduct.
- (xvii) ***Water pipe rupture, storm water management and road safety:*** The Bank has requested the PIU to perform a compliance audit to confirm that all 15 water incidents on RN2 have been fully resolved. Whenever feasible, remedial actions should lead to a situation at least equivalent to that which existed for the affected communities before the start of the works and, whenever possible, an improved situation (as was the case for the Mubimbi camp for internally displaced persons).
- (xviii) The Bank will continue to closely monitor as part of its supervision water pipe rupture, storm water management and road safety, and require the PIU and Contractor to implement the relevant prevention measures, as per the Environmental and Social Impact Assessment (ESIA) and contractual clauses. Management will require the PIU to report, and require the supervision engineers to periodically report, on such compliance. Management will also closely monitor any complaints filed with the GRM relating to these specific areas.
- (xix) The Bank will require the PIU to ensure that the Contractor has in place: (i) clear communication to communities about upcoming construction works and how to communicate utility interruption incidents; and (ii) arrangements to provide water supply through water tanks and/or similar temporary provisions to affected communities within 48 hours of any confirmed water interruption.
- (xx) ***Working conditions and occupational health and safety:*** The Bank will require the PIU to request the Congolese authorities to perform periodic assessments of the RN2 Contractor's facilities to evaluate compliance with applicable labor regulations, including compliance with occupational health and safety requirements and actions to help prevent sexual harassment, and to communicate the conclusions of such assessments to the Bank.

- (xxi) ***Supervision and reporting:*** Management will monitor implementation of all planned institutional strengthening activities for the PIU, the safeguards supervisor, the relevant national and provincial institutions, the supervision engineers and the Contractors. These activities include the hiring of additional safeguards specialists by the PIU, training activities to all relevant institutions, and revisions to the safeguards supervisor's contract.
- (xxii) Management will continue to ensure that the enhanced monitoring and reporting requirements to the Bank are in place and performing effectively, including communication to the Bank of monthly reports by the various key supervision entities.
- (xxiii) Management will continue to work with the PIU on the geo-mapping of Project activities so that information on works progress can be made accessible to the general public.
- (xxiv) Management will continue to implement enhanced Bank supervision protocols on RN2, including field visits (subject to security conditions).
- (xxv) Management will continue to implement strengthened Bank supervision protocols on other ProRoutes roads, including field visits (subject to security conditions).
- (xxvi) The Bank will launch a social media monitoring pilot to monitor the Bank's transport portfolio in DRC and identify possible negative reports of Bank-financed activities in social media. Considering the highly innovative nature of this instrument and in accordance with the contract and terms of reference, the Bank will evaluate the results of this pilot after an initial phase of maximum six months to determine if such a monitoring tool brings added value to the Bank in terms of early detection of issues such as negative impacts of Bank-financed activities on communities and livelihoods. The result of the evaluation will also determine whether the pilot can be extended to monitor a broader portfolio of Bank-financed activities and projects.
- (xxvii) Management will closely monitor the implementing agency's progress in fulfilling conditions that would allow the disbursement suspension to be lifted, so that works can quickly resume on at least selected roads where such conditions have been met.
- (xxviii) Management will extend the Project's closing date by six months so that remedial actions can continue to be financed and implemented, especially support to GBV survivors.

III. PROGRESS OF MANAGEMENT ACTION PLAN IMPLEMENTATION

8. **MAP implementation to date.** Over the past 12 months since the first Progress Report was communicated to the Board of Executive Directors, the Bank has continued to make considerable efforts to support the Borrower's implementation of all agreed actions and measures put in place to remedy and prevent harm to the affected communities. As a result, implementation of the MAP's 28 actions is as follows: all of the 11 actions focused on specific deliverables have now been completed, and all of the 16 actions that have to be continuously monitored until closing still remain on track. The remaining action is not applicable at this point.⁵ Four of the five main road sections for which rehabilitation is financed by ProRoutes have now been completed. The fifth road is the National Road no. 2 (*Route nationale no. 2*, or RN2) from Goma to Bukavu, which was the focus of the Inspection Panel's investigation. Rehabilitation works on the RN2 were completed on March 31, 2020, with the exception of one bridge whose construction is still ongoing.⁶ As a result of the rehabilitation works, transport conditions on the five roads have significantly improved.⁷

9. The Project's closing date has been extended until June 30, 2020,⁸ to: (i) properly complete and close all remaining works; (ii) ensure that all the required safeguard actions are completed, including validation of all the implementation and closing reports; and (iii) complete the required actions of the MAP. In addition, the extension of the closing date until June 30, 2020 provides an additional period after the completion of road works as a precautionary buffer period to ensure that any new safeguard issue or any new complaint received is properly addressed, including any GBV complaints received during the period after the works have closed. The Project's complaint and risk management instruments – including the specialized NGOs that have been hired to support GBV survivors – have also been extended for the same period.

10. Management also has continued to actively disseminate lessons learned through the Project and apply them to other high-risk operations under preparation and implementation, particularly regarding GBV and the use of military personnel in Bank-financed operations.

11. **Dissemination of Good Practice Notes (GPNs) and GBV retrofitting plan:** Following a GBV screening of the DRC portfolio, 15 ongoing operations have been supported since January 2019 to include GBV risk mitigation measures. Of these, one was rated high risk, one substantial risk, nine moderate risk, and four low risk. Project staff have received training on the GBV Good Practice Note and were supported to develop action plans to roll out the necessary risk mitigation measures that are currently under implementation.⁹ All projects under preparation are being screened for GBV risks and the appropriate mitigation measures are being systematically integrated into safeguard instruments.

⁵ Completion of this action can only be assessed at closing, now scheduled for June 30, 2020.

⁶ This bridge is named "*Chez les Francais*," and its construction is expected to be completed around end-April 2020.

⁷ For example, the proportion of the RN2 road length in very poor condition was reduced from 62 percent in May 2019 down to 8 percent in November 2019.

⁸ The notification letter was sent to the DRC authorities on February 25, 2020.

⁹ The Good Practice Note has been updated and was re-issued in February 2020.

12. **Execution of road rehabilitation works:** The ProRoutes' road works are now almost fully completed. As of March 31, 2020, the status of execution for the five contracts is the following:

- *Completed* – National Roads no. 6 and 23 (RN6/RN23, *Mongala and Sud-Ubangi* provinces) connecting the towns of Akula, Gemena and Zongo (385 km). Works restarted on February 8, 2019 and were completed on June 30, 2019. The Bank last visited the road in May 2019 and reported satisfactory execution, according to contractual arrangements.
- *Completed* – National Road no. 4 (RN4) connecting the towns of Beni and Kasindi (78 km, *North Kivu* province). Works restarted on April 6, 2019 and were completed on August 6, 2019. The Bank last visited the road in February 2019, when the Contractor undertook all preparatory activities to resume the works, and reported satisfactory execution, according to contractual arrangements.
- *Completed* – National Road no. 27 (RN27) connecting the towns of Komanda, Bunia, and Goli (259 km, *Ituri* province). Works restarted on March 9, 2019 and were completed on August 6, 2019. The Bank last visited the road in April 2019 and reported satisfactory execution, according to contractual arrangements.
- *Completed* – National Road no. 4 (RN4) connecting the towns of Dulia and Bondo (130 km, *Bas-Uele* province). Works restarted on February 1, 2019 and ended on January 31, 2020. Because of the slow performance of the Contractor, the contract was restructured, and its scope reduced to 70 km (section Dulia-Likati). The Bank last visited the road in October 2019 and gave its no-objection to contract restructuring.
- *Ongoing* – **National Road no. 2 (RN2) connecting the towns of Sake (North Kivu province) and Kavumu (South Kivu province) on the Bukavu-Goma Road (146 km), which was the main focus of the 2017 Panel investigation.** Works restarted on April 8, 2019 and were completed by March 31, 2020, with the exception of one bridge, for which construction will be completed around end-April 2020. The Bank last visited the road in January 2020 and reported satisfactory execution, according to contractual arrangements.

13. **Consultations and disclosure of information:** Periodic consultations with affected communities have continued to take place. Particular attention was paid to informing communities of road works' execution schedules, as well as of the various safeguard instruments and complaint management mechanisms in place under the Project. General consultations took place on May 14-15, May 28-29, June 6-10, November 7-9, 2019¹⁰ and March 9-14, 2020,¹¹ along the RN2 and around the Contractor's base and temporary camps. Additional specific consultations focused on resolution of compensation for the Tongo-Butale quarry also took place on January 25, 2020. Consultations have continued to be coordinated by the local Goma-based NGO, RARIP,¹² with the support of the PIU. All consultations involve translation in local languages (*Swahili* and/or *Lingala* as appropriate).

14. **Grievance Redress Mechanism (GRM):** The Project-level GRM had been considerably strengthened following the 2017-2018 Panel investigation with 152 GRM committees established

¹⁰ The November 2019 consultations were held in six towns and villages located along the RN2 road (Sake, Minova, Makelele, Nyabibwe, Kalehe and Kavumu). A total of 250 community leaders and members participated.

¹¹ These 3-day consultations took place as part of the RN2 road works' closing process. They also included communication activities on bridge maintenance and flooding issues.

¹² RARIP - Réseau d'Analystes des Relations Internationales pour la Paix dans la Région des Grands Lacs.

along the ProRoutes roads. Communities have continued to be periodically informed during the Project's communication activities about the functioning of the GRM and of complaint management for the Project.

15. Over the past 12 months, 1,303 additional complaints have been collected by the GRM committees, bringing the total number of complaints received by them to 2,863 as of February 13, 2020. Most of these complaints involve minor losses of agricultural assets during the execution of road works. Out of the total 2,863 complaints received, 97 percent have been processed and compensated when found eligible or otherwise been denied.¹³ Over the past 12 months, the Bank has continued to receive a comprehensive monthly report of the status of all complaints received and processed.

16. As reported in the First Progress Report, dedicated GBV GRMs have also been established on RN2 and other roads with active rehabilitation contracts to review GBV allegations, with survivors' consent. As of March 31, 2020, the GBV GRMs has reviewed 97 percent (65) of the 67 GBV allegations that have been reported. Bank missions have continued to meet with GBV GRM representatives and stakeholders¹⁴ to review progress and provide recommendations to improve the GBV GRM performance, including ensuring that confidentiality and ethical principles are respected. Following Bank recommendations, this year, the length of the review process of individual GBV allegations by GBV GRMs has been shortened to an average of two weeks.

17. ***Gender-Based Violence allegations:*** In line with the recommendations of the GBV Task Force,¹⁵ the Bank has continued to implement a survivor-centric approach under the Project to ensure that affected women and girls receive medical, psychosocial and legal assistance, in accordance with their individual needs and preferences. Management has also continued to focus first and foremost on helping all identified survivors regardless of whether the GBV allegations are linked to the Project or not, subject to the survivor's consent and wishes. Nine specialized GBV organizations¹⁶ coordinated by the United Nations Population Fund (UNFPA) have continued to monitor the GBV risk on RN2 and other ProRoutes' roads under rehabilitation; to provide a pathway for survivors to safely and confidentially disclose GBV-related complaints if they wish to do so; to offer the needed services; and to raise awareness among communities on project-related risks and mitigation measures in place. In addition to the specialized GBV organizations, the dedicated and confidential grievance redress mechanism (the GBV GRM committees) has continued to review each GBV allegation – whenever survivors agree to such a review – and assess whether there is a link to the ProRoutes Project, in line with GBV ethical standards and a survivor-centric approach.¹⁷

¹³ During the last reporting period, 1,515 complaints were processed and compensated when found eligible or otherwise denied; 1,255 were processed during the past year.

¹⁴ The Bank team met with UNFPA and GBV GRM representatives during the May and November 2019 missions held in Goma.

¹⁵ The Global Gender-Based Violence Task Force was formed to strengthen the Bank's response to instances of GBV encountered as part of its operations. The Task Force included a range of members from academia, NGOs, foundations, UNICEF, and government.

¹⁶ SARCAF, ADMR, *Fondation Panzi*, CAU, SOPROP, ACTED, Heal Africa, PPSSP and CDJP.

¹⁷ Irrespective of whether the incident is linked to ProRoutes, survivors who report incidents are provided with access to the same set of basic services.

18. Over the past 12 months, 33 additional allegations of rape or sexual assault have been received through the specialized GBV NGOs contracted by the Project, bringing the total number of alleged GBV incidents to 67. Of these 67 alleged incidents, 65 have been reviewed by the specially-established review mechanism and closed to date, of which 18 incidents were found to be likely linked to the Project (10 were reviewed by the GBV GRMs in the last reporting period and 8 this year).¹⁸ Out of the 8 GBV incidents that have been reviewed by the GBV GRMs in the last 12 months and found likely to be linked to the Project, one was reported to have taken place during the past year.¹⁹ A comprehensive package of GBV prevention measures has remained in place throughout the reporting period, and all survivors have been offered services.²⁰ The remaining 47 allegations reviewed by the GBV GRMs were found either likely not to be related to ProRoutes or the available evidence was assessed as inconclusive. As of March 31, 2020, two alleged incidents of rape or sexual assault are still under review by the GBV GRMs to confirm or not a link to the Project.

19. Beyond the allegations referenced above, 46 adult women reported allegations not involving rape or sexual assault (25 in the last reporting period and 21 this year). Of these, the GBV GRMs determined that 23 were likely linked to the Project (13 were reviewed by the GBV GRMs in the last reporting period and 10 this year).

20. All survivors and individuals who reported allegations of rape, sexual assault or other incidents through the GBV GRM or the specialized NGOs contracted by the Project are offered through referral²¹ a comprehensive package of support services in a timely and non-discriminatory manner, without waiting for the outcomes of the verification process, and regardless of whether the incident can be linked to the Project. As of March 31, 2020, all but one survivor had accepted such assistance and received psychosocial support, medical assistance, and/or legal assistance, based on their needs and preferences. While 51 out of the 67 survivors of alleged rape or sexual assault have accepted and received legal counseling, only 7 of them decided to file a complaint in the legal system (5 in the last reporting period and 2 this year). The Bank, through the PIU and UNFPA, is monitoring the conclusions of these legal proceedings.²²

21. The GBV GRMs' reviews regarding the linkages of reported incidents with the Project constitute sufficient evidence, including when alleged perpetrators are known and are listed in the Contractor's payroll, to refer the allegations to the Project Contractors (with the consent of the survivor). Project Contractors are required by the PIU to report on their subsequent due diligence with respect to the allegations as well as any accountability measures taken in application of the

¹⁸ These 18 alleged incidents involve: one case of sexual harassment of an adult woman, 12 alleged rapes or sexual assaults of underaged girls and 5 alleged rapes of adult women.

¹⁹ The remaining 7 incidents were "old cases" that took place in the period 2017-2018 when the MAP's GBV prevention measures were either partially or not in place.

²⁰ GBV risk mitigation measures include in particular: GBV training of workers, refresher courses, signing of codes of conduct, awareness raising in communities, and the establishment of a GBV-sensitive GRM.

²¹ The ProRoutes Project also has established a mechanism to refer GBV survivors to services made available through the two stand-alone Bank-financed GBV projects that are being implemented in the RN2 area, fostering complementarities of GBV services offered across the Bank's portfolio.

²² Three cases were dismissed by the court because of lack of evidence, one case was found to be not-related to the Project, one was dropped by the survivor and two cases are still on-going in court (in one case, the alleged perpetrator was arrested and in the other case he ran away).

codes of conduct signed by their employees. The Bank has been monitoring the administrative measures taken by Contractors and supervision engineers against alleged perpetrators of incidents that have been reviewed by the GBV GRM. None of the alleged perpetrators involved in either the 18 alleged incidents of rape or sexual assault or the other 23 reported incidents linked to the Project remains employed by companies working on the Project.

22. ***Support to broader GBV activities in the Project area:*** The nine specialized GBV organizations financed under ProRoutes and coordinated by UNFPA have continued to implement GBV awareness and prevention activities and provide support to survivors of GBV incidents that are unrelated to ProRoutes but occurred in the Project area. Specifically, as of December 31, 2019, a total of 1,971 survivors (unrelated to ProRoutes) received support and services based on their needs and preference (636 in the last reporting period and 1,335 this year), including 979 in the RN2 area (334 in the last reporting period and 645 this year). Stocks of Post-Exposure Prophylaxis (PEP) starter kits have been supplied by UNFPA to health centers located in the Project area. In addition, a total of 598 community leaders and GBV service providers have been trained and have been involved in behavioral change communication and other GBV information activities (150 in the last reporting period and 448 this year). A total of about 349,000 people from the Project areas have attended these communication and information activities (211,000 in the last reporting period and 138,000 this year).

23. ***Quarry exploitation:*** All quarries and borrow pits continue to be exploited according to the applicable safeguards instruments. This compliance of all quarries and borrow pits is periodically verified by supervision engineers and reported to the PIU on a monthly basis. As specified in the MAP, the Bank receives from the PIU a copy of all the supervision engineers' monthly reports. The restoration works, per restoration plans prepared earlier, have been completed or are ongoing for 20 quarries and borrow pits that are no longer exploited by Contractors, including the Tongo-Butale quarry, where restoration works were completed in March 2020. All quarries and borrow pits will be restored by the closing date according to the agreed restoration plans.

24. The agreed compensation plan for the Tongo-Butale quarry included a commitment by the Contractor to create employment opportunities for at least 20 daily workers for about 8 months (equivalent to 160 man-months) to address the losses generated by the illegal exploitation of the quarry, estimated at 120 man-months. As of March 31, 2020, the volume of employment created for the community living next to the Tongo-Butale quarry amounted to 193 man-months, exceeding the MAP target. Additional compensation measures, which also go beyond the requirements of the MAP, have been agreed between the community, the provincial authorities and the PIU. All of these additional measures have now been completed.²³

25. ***Impacts on agriculture and livelihoods:*** Complaints related to Project's impacts on agricultural and livelihood assets have been managed through the Project's GRM. An additional RAP has been prepared to identify the impacts and mitigation measures of the pending bridge

²³ These additional measures include the authorization of a new quarry (completed on January 21, 2020) and the payment of monetary compensation to 54 community women who were working as stone pickers in the quarry (completed on July 31, 2019). Additional compensation for losses of agricultural assets has also been agreed with the family of one Requester and paid.

work on the RN2 (the bridge is named “*Chez les Francais*”) and has been cleared by the Bank and disclosed. This RAP includes only one affected person.

26. ***Community health and safety and security arrangements:*** Between April and November 2019, six additional humanitarian law training sessions were organized by human rights trainers from MONUSCO for military personnel involved in the protection of the ProRoutes’ worksites. All military personnel assigned to the protection of the road worksites have received this training. In addition, all military personnel involved in the Project have continued to be screened following MONUSCO Human Rights’ good practice. In total, 130 military personnel (73 in the last reporting period and 57 in the last year) were trained in humanitarian law as part of this ProRoutes risk mitigation activity.

27. ***Water pipe rupture, storm water management and road safety.*** The Bank has continued to closely monitor all water supply interruptions caused by the road works. One incident of water interruption occurred on June 19, 2019 on RN2 but the agreed protocol was adequately followed, and water tanks were immediately made available to communities while the water pipe was being repaired. Other water-related complaints have been channeled and processed through the Project’s GRM, including three complaints filed by several inhabitants of the village of Buganga regarding damages allegedly caused during and after the construction of a bridge. Since RN2 works resumed, one road accident occurred on May 5, 2019, causing a fatality. This accident was caused by the rupture of a mechanical element of one of the Contractor’s trucks that struck a passing pedestrian. The deceased’s family has been compensated and a reinforced risk mitigation plan was agreed with the Contractor. The Contractor has complied with its contractual obligations.

28. ***Working conditions and occupational health and safety:*** Labor inspection authorities have continued to undertake assessments of the RN2 Contractor’s facilities to evaluate compliance with applicable labor regulations, including occupational health and safety regulations and actions to prevent sexual harassment. A report from the two labor authorities of North and South Kivu was received by the Bank on May 22, 2019. The report confirmed that the RN2 Contractor was compliant with applicable labor regulations, including verification that all workers have work contracts; that compensation is paid in case of injury and full payment of workers’ wages is made; that workers have and are wearing protective equipment – boots, reflective vests, and helmets; and that measures to prevent sexual harassment and other forms of GBV are in place. Letters from the respective labor authorities were received by the PIU on January 31, 2020, confirming that, based on their normal supervision, the Contractor has been compliant with applicable national labor regulations during the period May-December 2019. A letter was received from the two labor authorities, dated February 25, 2020 confirming that the Contractor was compliant with applicable national labor regulations, following a field-based inspection of the RN2 Contractor’s facilities held on February 18-22, 2020. Compliance with the Environmental and Social Management Plan (ESMP) and contractual clauses also continued to be closely monitored by the PIU in coordination with the Contractor and the supervision engineers.

29. ***Supervision and reporting:*** The Bank has maintained a robust monitoring and reporting protocol to supervise the Project. Reports by the supervising engineers are submitted by the PIU and reviewed monthly. Despite the country’s volatile security situation and the Ebola epidemic that affected some of the Project’s areas in North Kivu, Management has continued to maintain frequent supervision missions and field visits by Bank teams. Since March 2019, 13 Bank missions

have traveled to DRC to visit and supervise Project sites, with the most recent conducted in Goma in March 2020. Missions have involved the participation of Bank Management, experienced task team leaders, as well as senior safeguards and GBV specialists. This enhanced supervision has focused not only on RN2 but also on the other roads financed by ProRoutes and will continue until the Project's new closing date.

30. Bank supervision has been facilitated by the opening of the new Bank satellite office in Goma in November 2019.²⁴ During the period January-June 2019, the Bank also benefited from the presence of an experienced Bank consultant based in Goma who made frequent visits to Beni. Furthermore, Management has maintained the social media monitoring pilot initially specifically designed to monitor the ProRoutes Project before being scaled up to other high-risk operations in the DRC portfolio. Despite its significant cost, this tool has proved to be a powerful complement to the Project's social monitoring activities – including the GRM and the communication activities implemented by the local NGO RARIP - to identify and resolve potential concerns or incidents. The pilot has been extended until the Project's new closing date (June 30, 2020). A confidentiality protocol is in place to ensure that no sensitive information that could expose the safety of complainants is disclosed.

31. ***Institutional strengthening and Ebola prevention.*** Management has continued to closely monitor the capacity of Project stakeholders in order to identify potential capacity gaps and needs for additional institutional strengthening support. A new area that emerged over the past 12 months concerned Ebola prevention. A specific Ebola prevention plan was prepared, and a medical doctor was hired by the PIU. The objective of the plan was to prevent Ebola among Project's workers, through the implementation of operational hygiene measures and facilitating access to vaccination for workers (with their agreement). As of March 31, 2020, no Ebola case has been reported among ProRoutes workers. Following the emergence of the COVID-19 pandemic, the task team is also closely monitoring the potential impact of the pandemic on the execution of few remaining Project activities; the implementation of associated health measures to prevent the spread of the coronavirus; and the possible need for additional institutional strengthening support.

32. The task team will continue to monitor institutional capacity issues during the remainder of Project implementation to assess if there is still a need for additional capacity building and/or institutional strengthening activities.

33. ***Risk of retaliation:*** Management has continued to take very seriously the risk of retaliation against the Requesters, GBV survivors, witnesses and any other members of the community who have been cooperating in the identification and remediation of Project-related harm. Management has been and remains in frequent communication with the main Requester. Multiple allegations of intimidation and retaliation have continued to be raised by the Requester against himself, his relatives and other community members. Management has continued to reiterate the importance of, and sought the authorities' commitment to, protecting all affected individuals from retaliation. Management has also partnered with civil society organizations to assess the risk levels and used the various Project monitoring instruments in order to determine whether the various allegations were substantiated and linked to the Project.

²⁴ This satellite office has been operational since May 2019.

34. Based on the information received by Management, no situation of retaliation by the RN2 Contractor or by Government officials in connection to the ProRoutes Project could be substantiated over the past 12 months. However, significant tensions among community stakeholders, as well as multiple non-Project-related incidents and conflicts have been reported and confirmed. Whenever possible, the PIU, in coordination with the Bank, has used the social communication activities implemented by RARIP, as well as other means such as the Project's GRM, in order to mediate and resolve some of these tensions and conflicts. Following requests for information from one international NGO²⁵ and from the UN Special Rapporteurs for Human Rights²⁶ about this issue, Management has communicated with both on the measures taken by the Bank to manage the risk of retaliation against Project stakeholders.²⁷

Consultations with Requesters and affected people on MAP progress

35. **Consultations.** The progress in implementing the MAP was presented by the Bank team to local civil society organizations and representatives from the affected communities in Goma²⁸ on March 16, 2020. Consultations were held by Bank staff and were attended by 28 participants from civil society and affected communities;²⁹ the consultations did not include any Government representatives. The main Requester was invited, and was joined by several of his relatives.

36. **Feedback.** Many participants expressed satisfaction about the Project's overall impact in improving road conditions, as well as benefits the Project provided for Indigenous Peoples. Positive comments were received on RARIP's efforts to communicate with communities on works' progress and risk management measures. Several participants asked for clarifications about the support given to GBV survivors, as well as the technical characteristics of road works and the road maintenance arrangements. Some participants also asked questions about the fact that their requests for compensation had been found ineligible by the Project's GRM. A few participants mentioned that, despite the communication activities, the compensation process had created some tensions within the community, as well as within the family of the Requesters. The Bank team recommended that participants channel any pending complaints through the Project's GRM or its appeal committees, for review of their eventual eligibility before Project closing. In contrast to most participants, the main Requester claimed that participants and communities were not aware of the MAP. He also contested the legal validity of the provincial authorities' decision to close the Tongo-Butale quarry, although the concession to exploit the quarry had expired in 2018. The main Requester further alleged that several workers were suffering from poor working conditions imposed by the contractor. However, these allegations could not be confirmed by recent field inspections and visits of the worksites.

37. This Progress Report will be provided to the Requesters, and publicly disclosed on the Bank's website.

²⁵ FrontLine Defenders.

²⁶ An official request was sent by the Special Rapporteurs to the acting WBG President on April 12, 2019.

²⁷ The Bank's official response was sent to the Special Rapporteurs on June 7, 2019 and audio/video conferences were held in May 2019.

²⁸ Consultations were held at the Ihusi hotel in Goma.

²⁹ Invitations were sent to 33 representatives from civil society and affected communities by the Bank. between March 2 and March 6, 2020.

IV. NEXT STEPS

38. ***The next Progress Report to the Board.*** The next Progress Report will be submitted in 12 months, or when the MAP is completed, whichever occurs first. Should there be significant developments of concern that occur within this period, the Progress Report may be advanced to inform the Board as appropriate.

Table 1. Implementation of Management Action Plan

| Proposed Actions | Status Update as of March 31, 2020 |
|---|---|
| 1. Consultations and disclosure of information | |
| <p>The Bank will require the PIU to hold and document periodic consultations with communities in the RN2 area to report on works progress and to invite feedback on potential negative impacts. Such consultations will be held with due attention to local languages and to information being provided to participants. Management will require the PIU to provide the Bank with the materials being presented and the list of participants, in order to make sure that such consultations are comprehensive and inclusive enough. Timeline: every 3 months until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>Over the past 12 months, the local NGO RARIP has held the following consultations along the RN2 and around the Contractor's temporary camps:</p> <ul style="list-style-type: none"> • On May 14-15, 2019. The consultations aimed to inform communities about the works schedule, the risk mitigation measures (e.g., signing of code of conduct by all workers), the complaint management system and to invite feedback. • Additional consultations took place on May 28-29, 2019 and June 6-10, 2019. The consultations aimed to inform communities about works' execution progress, to remind them of risk mitigation and complaint management measures, and to invite feedback. • Additional consultations took place in August 2019. The consultations aimed to inform communities about works' execution progress, to remind them of risk mitigation and complaint management measures, and to invite feedback. A 1st-quarter report was sent by RARIP to the Cellule Infrastructure on September 5, 2019 and was found acceptable by the Bank. • Consultations with community leaders and administrative authorities took place between November 7-9 on the Kavumu-Sake section. The consultations consisted in sensitizing communities located near present and future temporary works to inform them of the existence of the works and to remind them of the complaint management mechanisms, the appropriate behavior on sites and by all workers, and the procedures in case of GBV incidents. Consultations were held at six sites (Sake, Minova, Makelele, Nyabibwe, Kalehe Center and Kavumu) and a total of 250 community leaders participated. • The next planned consultations took place on March 9-14, 2020 as part of the road works closing process along the RN2 segment that remained to be closed. The 3-day consultations included a communications' |

| Proposed Actions | Status Update as of March 31, 2020 |
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| | <p>campaign on bridge maintenance and flooding issues. Communities were sensitized on flooding risks and on the necessity to protect and maintain bridges, particularly during the rainy season. The sensitization activities have been identified as a capacity building activity that would be helpful to communities based on recent heavy rains in the Project areas and the consequently greater risk of flooding.</p> <p>Consultation materials and summary reports of the consultations were received for each consultation and reviewed by the Bank.</p> <p>Regular consultations will continue until closing.</p> |
| 2. Project-level GRM | |
| <p>Project-level GRM. The Bank will continue to monitor the processing of all complaints received by the Project-level GRM with a view to monitoring that the complaints are adequately and fairly brought to closure. In this context Management will pay particular attention to the closing of GRM cases, the documentation of complaints, the methodology applied to calculate compensation, and any complaints that have been appealed (i.e., elevated to the supervision committees). Timeline: until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>There are 152 GRM committees with 602 committee members in place along the Pro-Routes roads.</p> <p>Consolidated lists of GRM-registered complaints have continued to be sent to the Bank on a monthly basis.</p> <p>The latest list, received on February 13, 2020, includes 2,863 complaints received on all ProRoutes roads (1,560 in the last reporting period and 1,303 in the last year), out of which: 1,317 complaints have been found eligible and paid (1120 in the last reporting period and 197 in the last year), 90 have been found eligible and are being processed for payment (45 in the last reporting period and 45 in the last year), 1,453 have been rejected (395 in the last reporting period and 1,058 in the last year), and 3 are still being assessed.</p> <p>These complaints do not include GBV allegations, which are processed separately by the dedicated GBV GRMs. Complaints mostly relate to minor losses of agricultural assets.</p> <p>The Bank and the PIU have set up a geo-referenced GIS database of all the GRM committees with, for each of them, statistics on complaints, and various additional information.</p> |
| <p>Management will initiate a review of all project-level GRMs in DRC, with a view to ensuring their strengthening,</p> | <p>This action has been completed, as reported in the first progress report.</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| <p>where needed, based on findings and recommendations of the review. The objective is to ensure that such GRMs have been properly designed to handle not only resettlement-related issues but also any other issues associated with broader social risks.</p> | |
| <p>GBV GRM. The Project will also continue to ensure effective operation of dedicated GRMs for GBV issues as described below. Timeline: August 30, 2018 for the review.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>GBV GRM committees have been set up and trained and are now reviewing all GBV allegations (with the survivor's consent).</p> <p>Conclusions on 97 percent of alleged GBV cases (65 alleged incidents of rape or sexual assault, including 34 in the last reporting period and 31 in the last year) have been forwarded to the Bank and have helped bring these cases to closure.</p> <p>The functioning of the GBV GRMs was reassessed by the Bank's GBV experts during the May and November 2019 missions and was found satisfactory.</p> <p>The Bank will continue to assess the capacity, methodology and added value of GBV GRMs until closing and will propose adjustments as needed.</p> |
| <h3>3. GBV</h3> | |
| <p>The Bank will require the PIU to continue to implement (and ensure the Contractor's compliance with) all the agreed GBV training protocol so that all ProRoutes workers are kept aware of the behaviors that will not be tolerated and of the disciplinary consequences of abuses and improper behaviors. Another broader objective is to promote changes in behavior and attitudes towards women and girls, as well as highlighting risks associated with prostitution and early marriage. Refresher courses will be envisaged as appropriate as well as additional sessions for new hires. Timeline: until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>Contractors have been notified by the PIU that any newly hired workers must be trained and need to sign the code of conduct.</p> <p>In total, 2,252 ProRoutes workers have been trained in GBV prevention and 529 of them have taken a refresher course. The status of GBV trainings conducted over the past 12 months is the following:</p> <ul style="list-style-type: none"> • 171 workers were trained by ACTED on February 1-4 and March 23-27, 2019 for the road RN6/RN23 Akula-Gemena-Zongo. • 105 workers were trained for the road Beni-Kasindi by Heal Africa on April 13-15, 2019. |

| Proposed Actions | Status Update as of March 31, 2020 |
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| | <ul style="list-style-type: none"> • 218 workers were trained for the road RN4 Dulia-Bondo by ACTED in February and May 2019. • 143 workers were trained for the road RN4 Dulia-Bondo by ACTED on September and October 2019. • 44 workers were trained by PPSSP on March 25-26, 2019 for the road RN27 Komanda-Goli. • 184 workers were trained in March and April 2019 for the RN2 Bukavu-Goma with the help of the specialized NGO Heal Africa. • 29 workers were trained in May and June 2019 for the RN2 Goma-Bukavu with the help of the specialized NGO Heal Africa. • 9 new workers were trained, and 84 old workers followed a refresher course for the RN2 Bukavu-Goma with the help of the specialized NGO Heal Africa. • 34 workers were trained, and 10 previous workers followed a refresher course in January 2020 for the RN2 Bukavu Goma with the help of the specialized NGO Heal Africa. • 344 workers were trained by CDDP on June 17-20, 2019 and on July 8-12, 2019 for the road maintenance works and for the bridge works. <p>The Bank has continued to receive a detailed report from the PIU compiling the information provided by supervision engineers in their monthly reports for all contracts, with the number of workers trained in GBV and the number of workers who have signed a contract and the code of conduct.</p> |
| <p>Management will require the Borrower to ensure that any GBV survivors who have not received the agreed support from GBV service providers by the closing date of ProRoutes, continue to be able to receive the needed support under other Bank operations in the area—such as the two stand-alone GBV projects. This may require adjusting the areas</p> | <p>Action not applicable at this point.</p> <p>The ProRoutes Project is still active and all identified survivors have received the agreed support based on their needs and preference. The Project’s closing date has been extended until June 30, 2020. This provides an additional three months’ period after the completion of road works as a precautionary buffer period to ensure that any new safeguard issues are properly addressed, including ensuring that all complaints, including any GBV</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| of intervention of these two operations. Timeline: arrangements in place by Project closing. | <p>complaints received during the period after the works have closed, have been addressed.</p> <p>Close coordination and consistency in the GBV approach is being ensured between the ProRoutes Project and the newly approved DRC GBV prevention and response project on the RN2 segment, where both projects' activities overlap. Continued GBV support to eventual GBV survivors identified after the Project's closing date could be provided under the newly approved GBV project up to two years after the closing of ProRoutes.</p> |
| <p>The Bank will require the Borrower to ensure that the Code of Conduct is enforced and that Contractors take the necessary disciplinary action in accordance with the Code of Conduct. This will require due attention to avoid exposing survivors to retaliation. In accordance with the survivor-centric approach, as recommended by the GBV Task Force, Management will require the Borrower to ensure that the choice of survivors is respected on whether or not to file a complaint in the judicial system. Any retaliation identified by the Bank or brought to its attention will be immediately raised by Bank Management with the DRC authorities. Timeline: until Project closing.</p> | <p>This action is on-track and will be monitored until Project closing.</p> <p>Following review of an allegation by the GBV GRM, the PIU follows up with the supervision engineers who, contractually, can request the Contractor to remove the worker from the Project with due consideration to the survivor's security, if there is enough evidence of misconduct.</p> <p>Management has been monitoring accountability measures requested by the supervision engineer and/or taken by the Contractor. As of March 31, 2020, none of the alleged perpetrators involved in either the 18 alleged incidents of rape or sexual assault or the other 23 alleged incidents found by the GBV GRM to be linked to the Project, is working any longer on the Project.</p> |
| <p>Management will screen the Bank portfolio in DRC to identify high-risk operations for GBV and retrofit risk mitigation measures for such operations as appropriate and as guided by the GBV Task Force's recommendations. Further DRC portfolio screenings will be periodically conducted, using the new GBV risk assessment tool currently being developed, as recommended by the GBV Task Force. Timeline: review completed by August 30, 2018.</p> | <p>This action is ongoing and will be monitored until Project closing or completion of retrofitting.</p> <p>Since the previous update, of the 22 operations in the portfolio/ pipeline that were prioritized for risk assessment, based on desk review of likely GBV risks, 4 were assessed as high risk (including ProRoutes), 1 as substantial, 13 as moderate and 4 as low risk. Of these, 15 have received support to integrate mitigation measures (with the others being dropped because of the short time remaining before Project closure, which would prevent mitigation measures from being implemented within the Project lifespan).</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| | <p>It is noteworthy that of the high- and substantial-risk projects, only Pro-Routes involves civil works posing risks through labor influx, and retrofitting is now complete in that case. The other high- and substantial-risk projects include projects in the extractives and education sectors, and a regional ICT backbone project, with significantly different drivers of GBV risk from labor influx, although in all cases involving gendered power differentials among project stakeholders.</p> <p>To date, the GBV specialists and relevant task teams supported PIUs to develop GBV action plans for these 15 projects; trained relevant PIUs on GBV prevention, mitigation and response; and supported PIUs with the implementation of mitigation measures, which in many cases will continue until project closing. In addition to the work to “retrofit” ongoing operations, GBV support is being provided to task teams to assess GBV risks and identify appropriate and ethical GBV mitigation measures from the concept note stage and throughout preparation for all new projects being prepared under the Bank’s Environmental and Social Framework (ESF).</p> |
| <p>Management will finalize the GBV Good Practice Note which is being developed in response to the GBV Task Force recommendations and which will be included in the roll-out of ESF guidance material later in 2018. Acknowledging that GBV is still an area of intense learning for the Bank, Management will make sure that the GBV Good Practice Note is periodically updated as new information, lessons or best practices are known. Timeline: October 1, 2018.</p> | <p>This action has been completed, as reported in the first progress report.</p> |
| <p>4. Quarry exploitation</p> | |
| <p>The Bank will require the PIU to ensure that all quarries and borrow pits are restored by the end of civil works on the roads, as per the applicable contractual clauses and restoration plans. Particular attention will be paid to the safety of quarries and borrow pits, especially for the</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>Restoration plans have been prepared and cleared by the supervision engineers for all quarries and borrow pits. As of March 31, 2020, Contractors have started the restoration process of 20 quarries and borrow pits that are no longer utilized.</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| <p>“Tongo-Butale” quarry. Whenever possible, restoration plans will try to improve the existing situation for quarry and borrow pit owners and operators. Management will continue to pay attention to any complaint that may be raised by communities as the restoration process progresses. Timeline: until Project closing.</p> | <p>Regarding the specific case of the Tongo-Butale quarry, the restoration plan was prepared by the Contractor and cleared by the supervision engineer in November 2017. The execution of the plan was suspended until an agreement could be reached with the community. In November 2019, a Bank mission confirmed that the quarry remains unexploited and that the community understands the need for the restoration plan to proceed given the current safety risk caused by the power tower located just above the quarry.</p> <p>In February 2020, following a mediation process facilitated by RARIP, and including the South Kivu provincial authorities, an agreement was reached with the community on the restoration plan. A Bank consultant attended the facilitation as an observer.</p> <p>Restoration works started on February 17, 2020 and were completed in March 2020. They were performed by nine workers from the Tongo-Butale community and consisted of building a retaining wall, executing some earth works and replanting. Management continues to closely monitor the social situation in the community.</p> |
| <p>The Bank will require the Borrower to closely monitor the exploitation of all ProRoutes quarries and borrow pits to make sure that it is undertaken in full compliance with contractual clauses and applicable safeguard instruments. Management will require the Borrower to ensure that supervision engineers periodically report on the situation of all quarries and borrow pits being exploited under the ProRoutes’ works, so that any non-compliance can be detected early on. Timeline: until Project closing.</p> | <p>This action is ongoing will be monitored until Project closing.</p> <p>No quarry compliance issues have been reported to the PIU and the Bank through the monthly reports prepared by the supervision engineers.</p> |
| <p>The Bank will continue to closely monitor the risk of retaliation and will alert the Congolese authorities if it identifies or receives any information relating to any sign that victims, complainants or witnesses might be intimidated or retaliated against. In</p> | <p>This action is ongoing and will be monitored until Project closing.</p> <p>Since the Panel’s investigation visit, Management has received from the Panel as well as a few other sources, several claims of threats or intimidation against the Requester and other stakeholders. Management has</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| <p>this context, particular and close attention will be paid to any concerns relating to the safety of the Requesters and of GBV survivors. Management will continue to stress and document the importance of a no-retaliation policy during all its coming missions and engagements with the national and provincial authorities on ProRoutes. Timeline: until Project closing and through continuous engagements with the Government more broadly and in the context of two GBV projects in the area.</p> | <p>responded in writing to all allegations and has liaised with the PIU, provincial authorities, UN organizations, civil society partners and other stakeholders to verify the authenticity and confirm information on any alleged threats.</p> <p>On August 26, 2019, the Requester who had previously informed the Bank of his temporarily relocation to Rwanda for security reasons, informed the Bank that he would be returning to Goma on August 31, 2019. He has since confirmed his actual return and has been in communication with the Bank office to request additional compensation.</p> <p>Management has continued to insist with both national and provincial Congolese officials that all complainants, victims, and witnesses should be protected against any forms of threat or retaliation.</p> <p>Management is also in periodic communication with several civil society representatives in the Project area to help ensure that key stakeholders linked to the Panel investigation are safe.</p> <p>On April 16, 2019, Management met with the Irish NGO, FrontLine Defenders to discuss threat levels in the Project area and explain the various actions taken by the Bank to manage the risk of retaliation against Project stakeholders.</p> <p>On April 12, 2019, the acting WBG President received a letter from four senior UN officials (Special Rapporteurs) requesting clarifications from the Bank on several allegations of retaliation involving the Requester. Management briefed one of the UN Special Rapporteurs on May 28, 2019, and a response was sent by the Bank on June 7, 2019. This response has been received positively by the UN Special Rapporteurs.</p> <p>In January 2020, Management informally briefed the Panel about follow up actions taken in response to multiple allegations raised by the Requester, including retaliation.</p> <p>The Bank continues to closely monitor the level of tensions in the main Requester's community and has continued to be in periodic communication by email with the Requester regarding the risk of retaliation against him and his family.</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| <p>The Bank will require the PIU to ensure that identified quarry workers—or communities if workers cannot be identified—who have incurred revenue losses as a result of quarry occupation are compensated proportionately, in particular through the creation of employment-generation opportunities. Management notes that the identification of workers may be complicated by the informality of the labor involved. When workers cannot be identified individually, remedial actions will be implemented at the community level. Timeline: until Project closing.</p> | <p>This action has been completed.</p> <p>The agreed compensation plan for the Tongo-Butale quarry included a commitment by the Contractor to create employment opportunities for at least 20 daily workers for about 8 months (equivalent to 160 man-months) to address the losses generated by the illegal exploitation of the quarry, estimated at 120 man-months.</p> <p>Twenty workers from the quarry community were hired by the Contractor upon resumption of the works on April 5, 2019. As of March 31, 2020, the volume of employment created for the community living next to the Tongo-Butale quarry amounted to 193 man-months, exceeding the MAP target.</p> <p>Additional compensation measures, which go beyond the requirements of the MAP, have been agreed between the community, the provincial authorities and the PIU, and are described in the updated RAP.</p> <p>These additional measures include:</p> <ul style="list-style-type: none"> • Authorization to exploit an alternative quarry site, to create additional employment opportunities for the community; the authorization was issued on January 21, 2020. • Payment of monetary compensation to community women who may have been indirectly associated with the exploitation of the quarry was added to the compensation plan although it went beyond the MAP; 54 women who were working as stone pickers in the Tongo-Butale quarry were compensated on July 30 and 31, 2019. • Additional compensation for losses of agricultural assets because of the closing of the quarry was offered by the PIU to the family of the Requesters; an agreement on the amount was reached on January 25, 2020 and the compensation has since been paid. |
| 5. Impacts on agriculture and livelihoods | |
| <p>The Bank will require the PIU to update the RN2 RAP once more to reflect all Project-affected people and compensation agreements, including those related to quarry and borrow pit</p> | <p>This action has been completed, as reported in the first progress report.</p> |

| Proposed Actions | Status Update as of March 31, 2020 |
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| exploitation. Timeline: by September 30, 2018. | |
| 6. Community Health and Safety and Security Arrangements | |
| <p>The Bank will require the PIU to ensure that the agreed Humanitarian Law Training by MONUSCO is completed for all military personnel involved in the protection of the ProRoutes worksites. Additional training activities will be held if new military personnel are assigned to ProRoutes as a result of the normal rotations of military units. Timeline: by September 1, 2018 and as needed until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>Following the initial training sessions, additional training activities were organized by the PIU to train newly assigned military personnel. Over the past 12 months, these included the following sessions:</p> <ul style="list-style-type: none"> • 7 soldiers on RN6-RN23 Akula-Gemena-Zongo were trained in April 2019 in Gemena. • 24 soldiers were trained by MONUSCO in May 2019 in Bunia for the RN27 Komanda-Goli and RN4 Beni-Kasindi. • 3 soldiers were trained in June 2019 in Kisangani for the RN4 Dulia-Bondo. • 2 soldiers were trained in November 2019 in Kisangani for the RN4 Dulia-Bondo. • 3 soldiers were trained in November 2019 in Sake for the RN2 Kavumu-Sake. • 4 soldiers and 2 police officers were trained in November 2019 in Buta for the RN4 Buta-Dulia-Bunduki. <p>In total, 130 military personal (73 in the last reporting period and 57 in the last year) have been trained in humanitarian law as part of this ProRoutes risk mitigation activity.</p> <p>In May 2019, the RN2 Contractor requested the removal and replacement of a soldier involved in the theft of gasoline, which may also have caused the accidental death of a community member also involved in the theft. The soldier had been trained and had signed the code of conduct. He was found guilty after completion of an investigation conducted by the military justice (“<i>auditorat militaire</i>”) and was sentenced to six months in prison.</p> <p>The Bank had previously formalized a partnership with MONUSCO to assign some of its human rights trainers to the Project’s training activities, with training costs being financed by the Project. The Country Management Unit has worked on a broader agreement including all Bank</p> |

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| | <p>projects in DRC involving military personnel for security protection. This broader agreement was finalized and signed on September 4, 2019 between the Bank and the United Nations Joint Office for Human Rights in DRC (UNJHRO). Within the limits of the signatories' respective mandates, the agreement calls for them to: (a) fulfill their separate but complementary roles and cooperate in a coherent manner to support the Congolese authorities' implementation of Bank-financed projects involving the intervention of the security and armed forces of the DRC; (b) to work together to mitigate the risk of beneficiary communities being subjected to violence or abuse; and (c) to support the Government of the DRC in its commitment to having security forces trained on human rights.</p> |
| <p>Management is currently working on a Good Practice Note for staff on the use of security forces that provides guidance on assessment and management of risks associated with the use of security staff/military to protect project sites. This note includes in particular specific guidance regarding the selection and training of military personnel assigned to the protection of Bank-financed activities, as well as the enforcement of codes of conduct. This note will be disseminated October 1, 2018.</p> | <p>This action has been completed, as reported in the first progress report.</p> |
| <p>7. Water pipe rupture, storm water management and road safety</p> | |
| <p>The Bank has requested the PIU to perform a compliance audit to confirm that all 15 water incidents on RN2 have been fully resolved. Whenever feasible, remedial actions should lead to a situation at least equivalent to that which existed for the affected communities before the start of the works and, whenever possible, an improved situation (as was the case for the Mubimbi IDP camp). Timeline: by October 31, 2018.</p> | <p>This action has been completed, as reported in the first progress report.</p> |

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| <p>The Bank will continue to closely monitor as part of its supervision water pipe rupture, storm water management and road safety, and require the PIU and Contractor to implement the relevant prevention measures, as per the ESIA and contractual clauses. Management will require the PIU to report, and require the supervision engineers to periodically report, on such compliance. Management will also closely monitor any complaints filed with the GRM relating to these specific areas. Timeline: until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>The Bank is closely monitoring the resolution/closure of all GRM complaints, including water-related incidents.</p> <p>Several inhabitants of the village of Buganga filed a complaint requesting compensation following damages allegedly caused during and after the construction by the Contractor of the bridge crossing the river Mubimbi, in Buganga. One of these complaints has been found partially eligible by the GRM committee and has been transmitted to the PIU for final validation before payment processing. The two remaining ones are still being investigated by the GRM to assess the Project's eventual responsibility. Flooding events which are frequent in the area but not related to the Project will not be considered for compensation. However, some activities are under preparation to inform communities about how to protect themselves from future flooding.</p> <p>An alleged incident involving the destruction by one of the Contractor's vehicles of a community fountain was received on February 6, 2020, through the social media monitoring pilot. This incident was found to be not Project-related.</p> <p>The task team is closely monitoring the situation of road safety. Since RN2 works resumed, one road accident occurred on May 5, 2019, causing a fatality. This accident was caused by the rupture of a mechanical element, which led to the truck's dropside falling. The dropside hit a pedestrian on the head, causing his death. The deceased's family has been compensated and a reinforced risk mitigation plan was agreed with the Contractor. The Contractor was in compliance with its contractual obligations in terms of training/signing of code of conduct, as well as periodic inspection protocols for its equipment.</p> <p>Two other fatalities were reported on roads RN23 and RN6 but they do not involve the responsibility of the Contractor.</p> <p>In response to these accidents, safety measures were strengthened to mandate that each worker, contractor or subcontractor undergo training in applicable occupational health and safety standards – including road safety, and</p> |

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| | <p>renew commitment to respect the applicable occupational health and safety standards, and adherence to the code of conduct.</p> <p>Management will continue to closely monitor implementation of the relevant prevention measures as per the ESIA and contractual clauses to ensure they are effectively enforced and monitored by the supervision engineers.</p> |
| <p>The Bank will require the PIU to ensure that the Contractor has in place: (i) clear communication to communities about upcoming construction works and how to communicate utility interruption incidents; and (ii) arrangements to provide water supply through water tanks and/or similar temporary provisions to affected communities within 48 hours of any confirmed water interruption. Timeline: by August 31, 2018, monitored through Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>All Contractors have been instructed by the PIU to communicate their workplan to communities, explain how to report water incidents, and put provisions in place in case of any water interruption.</p> <p>During its field visits, the Bank was able to verify in the field that the agreed provisions had been put in place by Contractors, including for RN2.</p> <p>One incident of water interruption occurred on June 19, 2019 but the agreed protocol was adequately followed, and water tanks were immediately made available to communities while the water pipe was being repaired.</p> <p>Any complaint related to a water incident is channeled through the GRM.</p> |
| 8. Working conditions and occupational health and safety | |
| <p>The Bank will require the PIU to request the Congolese authorities to perform periodic assessments of the RN2 Contractor's facilities to evaluate compliance with applicable labor regulations, including compliance with occupational health and safety requirements and actions to help prevent sexual harassment, and to communicate the conclusions of such assessments to the Bank. Timeline: every six months until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>A report from the two labor inspection authorities of North and South Kivu was received by the Bank on May 22, 2019. The report confirmed that the RN2 Contractor was compliant with applicable labor regulations, including verification that all workers have work contracts; that compensation is paid in case of injury and full payment of workers' wages is made; that workers have and are wearing protective equipment – boots, reflective vests, and helmets; and that measures to prevent sexual harassment and other forms of GBV are in place.</p> <p>Letters from the respective labor authorities were received by the PIU on January 31, 2020, confirming that, based on their normal supervision, the Contractor has been compliant with applicable national labor regulations</p> |

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| | <p>during the period May-December 2019. Another letter was received from the two labor authorities, dated February 25, 2020 confirming that the Contractor was compliant with applicable national labor regulations, following a field-based inspection of the RN2 Contractor's facilities held on February 18-22, 2020. Compliance with the ESMP and contractual clauses also continued to be closely monitored by the PIU in coordination with the Contractor and the supervision engineers.</p> |
| 9. Supervision and reporting | |
| <p>Management will monitor implementation of all planned institutional strengthening activities for the PIU, the safeguards supervisor, the relevant national and provincial institutions, the supervision engineers and the Contractors. These activities include in particular the hiring of additional safeguards specialists by the PIU, training activities to all relevant institutions, and revisions to the safeguards supervisor's contract. Timeline: until Project closing.</p> | <p>This action has been completed, as reported in the first progress report.</p> <p>Institutional capacity needs at all levels will continue to be closely monitored by the task team until Project closing.</p> <p>Over the past 12 months, the task team has continued to closely monitor the capacity of all Project stakeholders in order to identify potential capacity gaps and needs for additional institutional strengthening support.</p> <p>During this period, management of the risk of Ebola for Project workers was identified as an area where such capacity building was needed.</p> <p>Following the surge of the Ebola epidemic in North Kivu where three major road works are located (RN27 Komanda-Goli, RN4 Beni-Kasindi; and RN2 Goma-Bukavu), a specific Ebola prevention plan was prepared and the PIU hired a medical doctor. The plan was communicated to the Bank and found acceptable. Supervision engineers and Contractors were notified of the plan on March 14, 2019 and requested to comply and report. The plan aimed at preventing any Ebola cases among ProRoutes workers. This objective has been achieved as no Ebola cases have been reported as of March 31, 2020).</p> <p>Activities under the plan included:</p> <ul style="list-style-type: none"> • Operational hygiene measures (hand washing, temperature sampling and chlorine disinfection of rooms) reinforced in the basecamp and work sites; • Training of RN2 staff by the Ebola virus response team and MONUSCO on September 16, 2019 to convey |

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| | <p>good hygiene practices to workers to adopt on site to avoid infection.</p> <ul style="list-style-type: none"> • Potential access by workers of the Contractor and supervision engineer to vaccination against Ebola, to be facilitated by the PIU. However, the Goma Ebola Response Manager's team considered that vaccination was no longer necessary given the low risk of contamination following the end of the epidemic in the Goma area, and given the Project location, which was far from the epicenters of the epidemic. |
| <p>Management will continue to ensure that the enhanced monitoring and reporting requirements to the Bank are in place and performing effectively, including communication to the Bank of monthly reports by the various key supervision entities. Timeline: until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>All required monthly reports following the agreed reporting format have been received by the Bank:</p> <ul style="list-style-type: none"> • March 2019 reports received on April 23, 2019 • April 2019 reports received on July 9, 2019 • May 2019 reports received on July 9, 2019 • June 2019 reports received on July 26, 2019 • July 2019 reports received on September 12, 2019 • August 2019 reports received on October 2, 2019 • September 2019 reports received on November 13, 2019 • October 2019 reports received on November 29, 2019 • November 2019 reports received on December 23, 2019 • December 2019 reports received on January 27, 2020 • January 2020 reports received on February 26, 2020 • February 2020 reports received on March 10, 2020 • March 2020 reports are expected to be received by April 10, 2020. |
| <p>Management will continue to work with the PIU on the geo-mapping of Project activities so that information on works progress can be made accessible to the general public. Timeline: by October 30, 2018.</p> | <p>This action has been completed, as reported in the first progress report.</p> |
| <p>Management will continue to implement enhanced Bank supervision</p> | <p>This action is ongoing and will be monitored until Project closing.</p> |

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| <p>protocols on RN2, including field visits (subject to security conditions). Timeline: at least twice a year until Project closing.</p> | <p>The Bank team visited the RN2 ten times since March 2019 (March, April, May and twice in June, July-August, September and November 2019, as well as in January and February 2020).</p> <p>To support its supervision activities, the task team has also been relying on an experienced international Bank consultant posted in Goma, who has frequently visited Beni during the period January to June 2019, and on the new subnational Bank office in Goma that has been operational since May 2019 but formally opened in November 2019.</p> <p>The international consultant helped in monitoring the situation on the ground, particularly on the Beni-Kasindi road, for which security conditions remain highly constrained. This senior consultant also helped investigate in the field any allegations of retaliation communicated to the Bank by the Requester.</p> <p>The next field visit of the RN2 by the Bank supervision team is scheduled as soon as Bank's 2020 missions ban in response to the Covid-19 pandemic was lifted.</p> |
| <p>Management will continue to implement strengthened Bank supervision protocols on other ProRoutes roads, including field visits (subject to security conditions). Timeline: at least once a year until Project closing.</p> | <p>This action is on track and will be monitored until Project closing.</p> <p>Other ProRoutes roads have all been visited at least once since February 2019:</p> <ul style="list-style-type: none"> • The RN6/RN23 was visited in May 2019. These works were completed on July 17, 2019. • The RN4 Dulia-Bondo was visited in October 2019. The works were completed on January 31, 2020. • The RN27 Komanda-Bunia-Goli was visited in April 2019. These works were completed on August 5, 2019. • The RN4 Beni-Kasindi was visited in February 2019. Security and safety (Ebola) constraints have been particularly difficult on this road. From January to June 2019, the task team relied on the Goma-based international consultant to help monitor the situation on the ground. These works were completed on August 6, 2019. |
| <p>The Bank will launch a social media monitoring pilot to monitor the Bank's transport portfolio in DRC and identify possible negative reports of</p> | <p>This action has been completed, as reported in the first progress report.</p> |

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| <p>Bank-financed activities in social media. Considering the highly innovative nature of this instrument and in accordance with the contract and terms of reference, the Bank will evaluate the results of this pilot after an initial phase of maximum six months to determine if such a monitoring tool brings added value to the Bank in terms of early detection of issues such as negative impacts of Bank-financed activities on communities and livelihoods. The result of the evaluation will also determine whether the pilot can be extended to monitor a broader portfolio of Bank-financed activities and projects. Timeline: by September 1, 2018.</p> | <p>This pilot has been positively evaluated and extended until the Project's new closing date (June 30, 2020).</p> <p>The social monitoring pilot has sent monthly reports to the task team, as well as immediate alerts, about potential issues related to ProRoutes in the Project's areas. Issues are flagged using a color code (green, yellow, red) according to their potential seriousness. All issues have been looked at by the task team, in close communication with the PIU and RARIP. Sources have been anonymized and issues have been handled with due attention paid to confidentiality principles and in order not to expose the sources to risks of retaliation.</p> |
| <p>Management will closely monitor the implementing agency's progress in fulfilling conditions that would allow the disbursement suspension to be lifted, so that works can quickly resume on at least selected roads where such conditions have been met. Timeline: as soon as conditions are met.</p> | <p>This action has been completed, as reported in the first progress report.</p> |
| <p>Management will extend the Project's closing date by six months so that remedial actions can continue to be financed and implemented, especially support to GBV survivors. Timeline: October 31, 2018.</p> | <p>This action has been completed, as reported in the first progress report.</p> <p>The Project's closing date was extended a first time by 12 months until February 28, 2020. The closing date has since been extended by an additional 4 months, until June 30, 2020, in order to keep the Project's GBV complaint management in place after works' completion.</p> |

Annex 1: Pictures of Completed Road Works



Completed works on Akula-Gemena RN6/23 road Completed bridge on Gemena-Zongo RN6/23 road



Completed bridge on Beni-Kasindi RN4 road Completed bridge on Komanda-Bunia-Goli RN27 road



Completed bridge on Goma-Bukavu RN2 road Completed works on Goma-Bukavu RN2 road